



AYLESBURY SURGERY



Warren Farm Road
Kingstanding
Birmingham
B44 0DX

Tel: **0121 373 1078**

www.aylesburysurgery.nhs.uk

Dr D S BHOMRA (male)
Bsc, Mb Ch (Bham1986),
DRCOG, DCH

DR POONAM MEHTA (female)
nMRCGP, DFRH

Dr SHANAZ TALUKDAR (female)
MBChB, DRCOG, MRCGP

Practice Team

Practice Manager

Mr Rajash Mehta

PA to Mr Raj Mehta / Receptionist

Kirrpal Danjaul

Practice Nurses

Sukhvinder Kaur RGN. Nurse Prescriber

Nurse Rekha Salan RGN Nurse Practitioner

Receptionists

Alison Painter

Katrina Broom

Donna Roberts

Divya Lal

Leanne Stocks

Surgery Opening Hours

Monday, Tuesday: 8.00am – 6.30pm

Wednesday: 8.30am - 02.30pm

(1.30pm - 2.30pm -Admin)

Thursday: 8.30am – 7.30pm

Friday: 8.30 – 6.30pm

When surgery is closed

In case of an **EMERGENCY** only

Please ring: 0121 **373 1078** and listen carefully to the answer phone message.

Between 6.30pm and 8.00am and weekends / Bank holidays BADGER provides the out of hour's services

At all other times if surgery is closed you will be directed to the out of hour's service.

For free health advice ring NHS Direct on **111**

District Nurse

Based at Dove Medical Centre: **0300 351919**

To register as a patient

To register at the surgery please log on to our website www.aylesburysurgery.nhs.uk and fill a new patient registration application form online. Only fully completed forms will be given priority due to high demand for registration as it makes it easier to process the application.

PLEASE NOTE THIS PRACTICE OPERATES A ZERO TOLERANCE POLICY TO ANY ABUSE OR THREATENING BEHAVIOUR.

It is the patients' responsibility to abide by the practice rules which are displayed in the waiting room

This practice is part of:

Birmingham Cross City CCG

Bartholomew House

142 Hagley Road

Edgbaston

Birmingham

B16 9PA

Email: bhamcrosscity@nhs.net

Telephone: 0121 255 0700

Fax: 0121 682 0090

Useful Telephone numbers

Good Hope Hospital : 0121 424 2000

City Hospital : 0121 554 3801

University Hospital : 0121 472 1311

(Queen Elizabeth Hospital)

Patient advice and liaison service

(PALS) : 0800 9530045

NHS Direct : 111

The West Midlands Care Association

Address: Globe House, Park Lane, Halesowen, B63 2RA

Tel : 01384637116

Email: kb@wmca.care

Website: www.wmca.care

Twitter: @wmidscore

Preference of Practitioner

Patients or anyone authorised on behalf of a patient has the right to express their preference to be seen by their preferred Practitioner. Though it is not always possible but the Practice will make a reasonable attempt to meet your preference based on availability of the practitioners.

Home Visits

Home visits requests must be made in the morning as soon as possible. It is the Doctors decision based on the clinical need whether someone requires a visit or not. In cases of emergency e.g. Chest pains, overdoses or collapse please phone for an ambulance, if you are unable to do so, one will be called for you.

Disabled Access

We are DDA compliant.

Training Practice

We are a training practice for Training Doctors and Nurse Prescribers.

Antibiotic Campaign

We are actively involved in reducing our antibiotic prescribing. We follow the CCG Guidelines and NICE Guidelines.

Results of blood tests and investigations

- If you have been referred to a hospital for any reason and have not received an acknowledgement from the hospital within 4 weeks please let the surgery know.
- Please place your request with reception for any results e.g. blood test, urine tests, scan and x-ray results and allow 48 hrs for response to request for results.
- For the sake of confidentiality results are only given to patients themselves and in certain cases you may be asked for consultation to have the results explained
- Any requests for letters or medical reports (e.g. for PIP) should be placed in writing if possible.

Freedom of information Act

If you need to see a copy of this please ask to speak to the Practice Manager.

Access to medical records

Your medical records will be made available to other clinical and healthcare professionals for the purpose of managing your treatment and health. You have a right to withhold consent for such access for management and related purpose. Please inform the Surgery in writing if you do not wish your records to be viewed for the purpose other than direct clinical treatment.

The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information.

Patient Rights and Responsibilities

We aim to provide patients with the best clinical care and support in a friendly environment. We can help you best if you help us.

Your rights are:

- To be registered with a family doctor.
- To change your doctor easily and quickly.
- To be offered a health check.
- To receive emergency care at any time Through the doctor.
- To have appropriate drugs and medicines prescribed.
- To be referred to a consultant acceptable to you when the doctor thinks it necessary and to be referred for a second opinion if you and the doctor agree this is desirable.
- To have access to your health records, subject to any limitations in law.
To know that those working for the NHS are under a legal duty to keep the contents of your records confidential.

Your responsibilities are:

- To ask the doctor or nurse about anything that you don't understand.
- To treat staff politely and courteously, as you would wish to be treated yourself.
- To tell the surgery and other medical providers / hospitals straight away if you change your name, address or telephone number. It helps us to keep our records up to date and to contact you when necessary.
- To understand that the results of tests are only given by the doctor or nurse to the person who had the test or, for children, to the parent or guardian.
- To ask for out of surgery calls only in a real emergency.
- To keep your appointments at all times or cancel them in good time so that we can offer them to other patients

Complaints

Most complaints are usually dealt as they arise. If they cannot be sorted they are passed either verbally or in writing to the Practice Manager.

All written complaints are acknowledged in 2 working days and looked into within 10 working days.

Consultations

Appointments are available 5 mornings and 4 evenings a week. Same day appointments are offered by the Nurse Prescriber

The practice nurses are available for Smoking cessation, asthma reviews, Diabetic reviews, Contraception, Smears, Vaccinations, Yellow Fever and other health promotions.

Antenatal clinic

Midwife holds a clinic on Wednesdays at the surgery

Between 9.30am – 12.00pm

Chronic Diseases Management

Regular checks for Asthma/COPD, Diabetes, Coronary heart disease, Epilepsy and hypertension are carried out systematically and on an ad hoc basis, by the practice nurses and Doctors.

Prescriptions

Repeat prescriptions are available every 4 weeks or 8 weeks according to your agreement with Doctor.

At present repeat prescriptions can be ordered by requesting in writing, online through our website, via the NHS APP, in person at reception or phoning the surgery.

You must let the receptionist know if you have been in hospital and your medication has changed otherwise you are at risk of getting the wrong medication. There may be delay in issuing new medication due to delays in hospital communication for various reasons.

Repeat prescriptions are reviewed every six months and you may be asked to attend for blood tests or to see the doctor.

Any requests for medication require 48 hours notice.

Contraception, HRT and any medication you have not had in the last six months will not be issued without a consultation. This is for your safety.